Complete Guide ((Aegean Airlines)) Wheelchair Assistance: Policies, Booking, Types, and Airport Support✈️🌐

Navigating air travel with mobility [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] challenges requires careful planning, reliable airline support, and a clear understanding of passenger rights.[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] As the national carrier of Kuwait, Kuwait Airways offers a structured range of special assistance services designed to ensure that passengers with physical disabilities,[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] reduced mobility, temporary injuries, or age-related conditions can travel comfortably and safely. Whether you are planning a direct flight or connecting through [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Kuwait International Airport (KWI), understanding how Kuwait Airways handles wheelchair assistance—from initial booking to arrival at your final destination—is essential [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] for a stress-free journey.

This detailed guide [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] covers everything you need to know about Kuwait Airways wheelchair assistance. You will discover the specific industry classifications of assistance available, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] how to book wheelchair services step by step, rules regarding personal manual and battery-powered wheelchairs, medical clearance requirements (MEDIF), [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] and the step-by-step airport experience. Additionally, a curated list of ranked frequently asked questions is provided to address common concerns without complex tables or bulleted lists.

Understanding Kuwait Airways Special Assistance Framework

Kuwait Airways aligns [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] its special assistance policies with international civil aviation standards established by the International Air Transport Association (IATA), the International Civil Aviation Organization (ICAO), and regional regulatory bodies such as the United States Department of Transportation [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] (US DOT) for transatlantic routes. The primary goal of Kuwait Airways' mobility service is to provide equal access to air travel while ensuring passenger safety and dignity throughout every phase of the trip.

Wheelchair services are provided [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] completely free of charge to eligible passengers. Assistance covers all touchpoints, including check-in, movement through security and passport control, boarding, deplaning, transit connections, and baggage collection at the arrival terminal. However, because airlines [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] operate under strict schedule and space

constraints, mobility assistance must be coordinated well in advance [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] so that ground handling teams and cabin crews can prepare appropriate personnel and equipment.

The Three Official Types of Wheelchair Assistance (IATA Codes)

To cater to varying degrees of mobility, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Kuwait Airways utilizes standard IATA wheelchair assistance codes. When requesting assistance,[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] selecting or communicating the correct code helps the airline assign the exact equipment and trained staff needed for your condition.

1. Wheelchair for Ramp (WCHR)

The WCHR classification [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] is designed for passengers who can walk short distances and climb airport stairs independently but require assistance traversing long distances across sprawling airport terminals. [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] If you can walk down the jetway and step into your seat on the aircraft without physical aid but cannot walk through large airport concourses, WCHR is the appropriate designation.[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Ground staff will push you in an airport wheelchair from the check-in counter to the departure gate or to the aircraft door when a jetbridge is used.

2. Wheelchair for Steps (WCHS)

The WCHS designation [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] applies to travelers who can walk short distances inside the aircraft cabin to reach their assigned seat but are unable to ascend or descend stairs or walk long distances [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] across the terminal. This service is particularly important at airports or remote stands where boarding occurs via outdoor passenger stairs or mobile lounge buses rather than a elevated jetbridge.[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Under WCHS, airport personnel assist you across the terminal and lift or support you up and down airplane stairs using specialized passenger lifts or stair-climbing equipment if necessary.

3. Wheelchair for Cabin / Complete Immobility (WCHC)

The WCHC [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] classification provides the highest level of assistance and is reserved for passengers who are completely immobile. Travelers who cannot walk across the terminal,[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] cannot climb stairs, and cannot navigate the aisle of the aircraft cabin require WCHC assistance. Kuwait Airways ground handling teams provide complete transfer support from the [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] check-in counter all the way into the passenger's aircraft seat. This includes utilizing a specialized narrow aisle wheelchair (also known as an onboard transfer chair)[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] to navigate the tight aisles of the aircraft cabin safely.

How to Book Wheelchair Assistance with Kuwait Airways

To guarantee that a wheelchair and[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] dedicated staff member are available upon your arrival at the airport, advance registration is vital. Kuwait Airways strongly advises passengers to [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] submit their assistance requests at least 48 hours prior to scheduled flight departure.

Requesting Assistance During Initial Reservation

The easiest way [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] to arrange wheelchair support is during the ticket booking process on the official Kuwait Airways website or mobile application. When entering passenger details, navigate to the "Special Assistance" or "Passenger Mobility Options" section.[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Here, you can check the box for wheelchair assistance and select the level of mobility support that matches your physical capabilities.

Adding Wheelchair Assistance to an Existing Booking

If you have already[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] purchased your ticket, you can still add mobility assistance to your itinerary up to 48 hours before departure. Log in to the official Kuwait Airways website and access the "Manage Booking" or "My Trips" portal. Enter your booking reference code (PNR) [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] and last name to view your flight details. Select the passenger requiring assistance, choose the special assistance section, update the wheelchair requirements, and save the changes.

Contacting Kuwait Airways Customer Care and Special Assistance Teams

If you face difficulties [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] updating your reservation online or require specialized accommodations—such as traveling with an electric wheelchair or medical escort—you should contact Kuwait Airways customer service directly. Dedicated phone representatives and specialized [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] assistance desks can manually attach the appropriate SSR (Special Service Request) code to your booking file. You can also visit a local Kuwait Airways city ticket office [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] or email their customer support team with your itinerary details and specific mobility needs.

Traveling with Personal Mobility Equipment and Wheelchairs

Many passengers prefer[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] to travel with their own personal manual or electric wheelchairs for comfort and familiarity. Kuwait Airways permits travelers to bring their personal mobility [🌐+44 (800) 058-8736 or ✅ +1 (855)

536-2749] equipment, but specific safety and operational rules apply depending on the size, weight, and battery mechanics of the device.

Manual Wheelchairs and Non-Electric Mobility Aids

Manual wheelchairs, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] foldable transport chairs, crutches, walkers, and walking frames can be transported free of charge. These items are accepted in addition to standard checked [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] baggage allowances. Manual wheelchairs can generally be checked in at the main baggage counter or used throughout the terminal and checked in at the boarding gate (gate-checking).[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] If space permits in the aircraft cabin's designated storage areas, smaller foldable wheelchairs or mobility aids may be stowed onboard on a first-come, first-served basis.

Battery-Powered and Electric Wheelchairs

Because battery-powered [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] mobility aids are classified under dangerous goods regulations due to potential fire risks, strict guidelines govern their acceptance in checked luggage. [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Passengers traveling with motorized wheelchairs must notify Kuwait Airways at least 48 hours in advance and provide detailed specifications about the device.

> **Non-Spillable Batteries (Gel Cell or AGM):** These batteries are accepted as checked baggage [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] provided the battery terminals are insulated to prevent accidental short circuits, and the battery is securely attached to the wheelchair [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] frame or disconnected and stored in a protective housing.
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> **Spillable Wet-Cell Batteries:** These pose higher hazardous material risks. They are generally only accepted if the [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] wheelchair can be loaded, stowed, secured, and unloaded upright, or if the battery is removed and placed in a leak-proof container in [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] accordance with dangerous goods standards.
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> **Lithium-Ion Batteries:** Due to thermal runaway risks, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] lithium-ion powered devices are subject to strict capacity limits measured in Watt-hours (Wh). [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Generally, batteries up to 300 Wh (or two batteries of up to 160 Wh each) can be carried into the passenger cabin if removed from the wheelchair. [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] The frame itself must be checked into the hold.

When arriving at check-in with [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] an electric wheelchair, passengers should bring the user manual, manufacturer specification sheet, and details on how to disconnect the battery and lock [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] the motor to facilitate smooth handling by airport ramp agents.

Medical Clearance Requirements and the MEDIF Form

Not every passenger requiring [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] a wheelchair needs medical clearance. However, Kuwait Airways requires medical authorization under specific health circumstances[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] to ensure that flying will not endanger the traveler's health or the safety of the flight.

When is a Medical Information Form (MEDIF) Required?

A Medical Information Form (MEDIF) is required if the passenger:

> Has recently undergone major surgery, suffered a severe injury, or experienced a stroke.
>
> Suffers from a unstable medical condition that could deteriorate due to cabin pressure changes or flight dynamics.[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749]
>
> Requires continuous specialized medical equipment onboard, such as therapeutic oxygen or a stretcher.
>
> Has an acute contagious condition or severe cognitive impairment that requires specialized supervision.[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749]

How to Complete and Submit the MEDIF

The MEDIF consists of two parts. [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Part One is filled out by the passenger or their representative, detailing flight information and personal contact data. Part Two must be completed, signed, and stamped by the passenger's attending physician. [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] The doctor must certify that the patient is medically fit to travel by air and outline any specific assistance, equipment, or escort required during transit.

The completed MEDIF [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] must be submitted to the Kuwait Airways Medical Department or Special Assistance office at least 48 hours to 7 days before departure. Kuwait Airways' internal medical officers [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] review the form and issue formal clearance before the booking can be finalized.

Step-by-Step Airport Experience with Kuwait Airways

Knowing what to expect at each stage of your flight helps eliminate anxiety and ensures a smooth journey [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] from start to finish.

Arrival and Check-In at the Departure Airport

Passengers requesting wheelchair[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] assistance should arrive at the airport earlier than standard check-in recommendations—ideally 3 hours before international flights. Upon arriving at the departure

terminal, proceed directly to the [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] designated Kuwait Airways special assistance check-in counter. Ground agents will confirm your assistance request, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] tag any personal wheelchairs or walking devices, and assign an airport assistant.

If you are checking[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] your personal wheelchair, you will be transferred to an airport wheelchair at the check-in desk. If you choose to gate-check your personal wheelchair, you can remain in your own chair while being escorted through security and [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] passport control up to the boarding gate.

Navigating Security, Passport Control, and Boarding

The airport assistant will [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] guide you through dedicated fast-track queues for security screening and passport control where available. At the boarding gate, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Kuwait Airways provides priority boarding for passengers with special needs. This allows you to board the aircraft before [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] the general passenger population, providing ample time to settle into your seat, stow personal belongings, and transfer comfortably with assistance from ground staff.

For passengers requiring [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] WCHC assistance, the agent will transfer you from the terminal wheelchair to a narrow aisle chair at the aircraft door, navigate you down the aisle, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] and assist in transferring you into your seat.

Transiting through Kuwait International Airport (KWI)

Kuwait International [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Airport serves as the central hub for Kuwait Airways. Passengers making connecting flights through Terminal 4 or Terminal 1 receive dedicated connection support. An airport assistant will meet you at the gate upon deplaning from your arriving flight, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] assist you through transit security checks, and escort you to your onward departure gate or accessible lounge area. Electric cart transportation is also widely used within the terminal for long passages.

Arrival at Destination and Baggage Retrieval

Upon reaching [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] your final destination, passengers who requested wheelchair assistance are usually deplaned last after the main cabin clears. This ensures privacy, safety, and [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] unhurried support from ground staff. The assistant will transport you through immigration and customs to the baggage claim area, assist in retrieving your checked luggage, and accompany you to [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] the arrival hall or taxi pick-up point. If you gate-checked your personal wheelchair, it will generally be brought to the aircraft door upon arrival, though local airport customs regulations may occasionally require retrieval at the baggage carousel.

In-Flight Accommodations and Cabin Crew Roles

Kuwait Airways [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] aircraft cabins are equipped with features designed to improve accessibility. On long-haul flights operated by widebody aircraft, accessible lavatories with grab bars are available. Additionally, select aisle seats feature movable armrests that swing out of the way,[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] facilitating easier lateral transfers for passengers with limited mobility.

What Flight Attendants Can and Cannot Do

While Kuwait Airways cabin crews are trained to assist passengers with special needs, there are regulatory boundaries[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] to the personal assistance they can provide in-flight.

Cabin Crew Can:

- Assist with moving to and from the lavatory door using the onboard narrow aisle wheelchair.
- Assist with opening food packaging and identifying meals for visually impaired passengers.
- Help stow and retrieve carry-on luggage and personal mobility aids.

Cabin Crew Cannot:

- Assist with personal hygiene, feeding, or medical administration inside the lavatory or seat.
- Physically lift or carry a passenger within the cabin during flight.
- Provide one-on-one dedicated care throughout the duration of the flight.

If a passenger requires extensive personal care, feeding assistance, or medical supervision during the flight, Kuwait Airways requires that they travel with a capable safety assistant or medical escort.

Legal Rights and Regulations for Transatlantic Flights

For itineraries traveling to or [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] from the United States, Kuwait Airways strictly complies with Title 14 of the Code of Federal Regulations (14 CFR Part 382), known as the U.S. Air Carrier Access Act (ACAA). Under Part 382:

- Airlines cannot refuse transportation to qualified individuals with disabilities based on their disability.

Advance notice cannot be required for basic wheelchair assistance, though 48 hours notice is strongly encouraged for battery-powered mobility aids and special accommodations.

Dedicated Complaint Resolution Officials[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] (CROs) are available at airports operating flights to and from the U.S. to resolve accessibility disputes on the spot.

Free carriage of mobility devices and medical equipment is legally protected, and strict liability rules apply to damaged or lost wheelchairs on U.S. routes.

Essential Travel Tips for Wheelchair Users Flying with Kuwait Airways

To ensure a seamless journey when utilizing Kuwait Airways wheelchair assistance, keep these practical tips in mind:

Book Early and Verify: Always request wheelchair assistance at least 48 hours prior to departure. Check your itinerary [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] confirmation to ensure the correct SSR code (WCHR, WCHS, or WCHC) is listed.

Label Your Mobility Device: Attach a clear tag with your full name, phone number, flight number, and destination [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] address directly to your personal wheelchair or walker.

Take Removable Parts with You: Before checking a personal wheelchair into the cargo hold, remove detachable items like footrests, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] seat cushions, side guards, and joysticks. Bring these items into the cabin as carry-on luggage to prevent damage or loss.

Carry Extra Battery Documentation: If traveling with an electric wheelchair, carry printed manufacturer [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] specification sheets showing battery type, Watt-hour ratings, and disconnection instructions to show security and ramp staff.

Allow Buffer Time: Build extra time into your travel schedule, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] especially for transit connections through Kuwait International Airport. Aim for layovers of at least 2 to 3 hours to allow for smooth deplaning, transit security, and re-boarding.

Ranked Frequently Asked Questions (FAQs)

Ranking #1: Is wheelchair assistance free on Kuwait Airways?

Yes, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] wheelchair assistance is provided entirely free of charge to all qualified passengers with reduced mobility, physical disabilities, or temporary injuries. Kuwait Airways does not charge any additional fee for airport escort

services, jetbridge assistance, or the transport of up to two [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] personal mobility aids per passenger. To ensure smooth service delivery, you should notify the airline at least 48 hours prior to your scheduled flight.

Ranking #2: How do I request wheelchair assistance with Kuwait Airways?

You[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] can request wheelchair assistance during the online flight booking process on the official Kuwait Airways website or mobile app. If you have already booked your ticket, log in to the Manage Booking section, enter your booking reference code, navigate to special handling, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] and select your mobility preference. Alternatively, you can call Kuwait Airways customer support or visit a local ticketing office to add the request to your reservation.

Ranking #3: How far in advance must I request wheelchair assistance?

Kuwait Airways [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] strongly recommends submitting your wheelchair assistance request at least 48 hours before your flight's scheduled departure time. Giving advance notice allows ground staff and airport handlers to prepare dedicated equipment and personnel,[🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] avoiding unnecessary delays at check-in or during boarding. Requests made at the airport counter on the day of travel will be accommodated based on equipment and staff availability.

Ranking #4: Can I bring my own personal wheelchair on a Kuwait Airways flight?

Yes, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] passengers are permitted to bring their own personal manual or electric wheelchairs free of charge in addition to their standard checked baggage allowance. Manual wheelchairs can often be used up to the aircraft boarding gate and retrieved at the arrival gate. [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Electric wheelchairs powered by batteries must be declared 48 hours in advance so that airline staff can verify battery safety regulations and prepare the device for cargo hold transportation.

Ranking #5: Do I need a doctor note or MEDIF form for wheelchair assistance?

A doctor's note or [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Medical Information Form (MEDIF) is not required for standard wheelchair assistance due to age, weakness, or simple walking difficulties. Medical clearance and a completed [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] MEDIF signed by a physician are only necessary if you have an unstable medical condition, recently underwent surgery, suffer from a contagious illness, or require specialized medical equipment like oxygen or a stretcher during the flight.

Ranking #6: What happens during connecting flights at Kuwait International Airport?

When [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] you have a connecting flight through Kuwait International Airport, a dedicated special assistance handler will meet you at the gate upon deplaning. The assistant will navigate you through transit security checkpoints, transfer hallways, and elevate concourses, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] escorting you directly to your onward flight gate or a terminal lounge area. Electric terminal buggies are also widely utilized for swift connection support.

Ranking #7: Can Kuwait Airways cabin crew assist me inside the aircraft lavatory?

Kuwait Airways [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] cabin crew members can assist you with moving to and from the lavatory door using the onboard narrow aisle wheelchair. However, cabin crew members are legally and operationally prohibited from assisting passengers with personal hygiene, eating, [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] or physical lifting inside the bathroom or seat. Passengers who require complete personal care during the flight must travel with an accompanying escort.

Ranking #8: What are the battery restrictions for electric wheelchairs on Kuwait Airways?

Electric wheelchairs [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] using non-spillable dry or gel batteries are accepted as checked luggage provided the battery terminals are protected against short circuits and power is disconnected. Devices using lithium-ion batteries are subject to safety caps: the battery must [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] generally not exceed 300 Watt-hours (or two 160 Watt-hour batteries) and must be removed from the frame and carried inside the passenger cabin. Always consult Kuwait [🌐+44 (800) 058-8736 or ✅ +1 (855) 536-2749] Airways customer service 48 hours before departure to submit your device specifications.